



FLORIDA DEPARTMENT OF HEALTH IN CHARLOTTE COUNTY

ANNUAL ORGANIZATIONAL
PERFORMANCE REPORT

2022



FLORIDA DEPARTMENT OF HEALTH IN CHARLOTTE COUNTY

The Florida Department of Health in Charlotte County (FDOH-Charlotte) works closely with the County Commissioners, Emergency Management and other local and federal agencies to protect the health and welfare of Charlotte County residents and visitors.

MISSION

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

VISION

To be the **Healthiest State** in the Nation

VALUES

Innovation

We search for creative solutions and manage resources wisely.

Collaboration

We use teamwork to achieve common goals & solve problems.

Accountability

We perform with integrity & respect.

Responsiveness

We achieve our mission by serving our customers & engaging our partners.

Excellence

We promote quality outcomes through learning & continuous performance improvement.



Public Health Accreditation Board Accredited Health Department 2015
Reaccredited March 9, 2022

PUBLIC HEALTH TOUCHES OUR LIVES EVERY DAY



CHILD & MATERNAL
HEALTH



PREVENTION



SAFETY



LIFESTYLE



HEALTHY
ENVIRONMENT



IMMUNIZATIONS



PREPAREDNESS

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HERE TO SERVE OUR COMMUNITY

Despite the challenges we had to overcome, 2022 proved to be a rewarding and successful year. As we continued to focus on our community's wellbeing, our focus also shifted to the future and how to best serve our community. We pushed forward with expanding services to support our community. Through creative partnerships such as the Family Services Center, we were able to expand WIC services. We continued aligning our programs to further enhance our capabilities in environmental health, community health education, outreach, and disease prevention.

2022 also brought our community another challenge to overcome, Hurricane Ian. In the many months prior to Ian, the health department worked in collaboration with Emergency Management and Public Safety to enhance our preparedness capabilities for emerging threats and shelter response. These partnerships, trainings, and exercises turned out to be crucial to the success of the massive response to Hurricane Ian later in the year.

Moving forward, our research supports the need for targeted mental health services and a focus on preventable injuries. We will continue our efforts in this area so that Charlotte can continue to be a vibrant growing community for all ages. I am honored to be a part of team Charlotte and hope this report will provide you some insights as to the great work being done to serve Charlotte County.

A MESSAGE FROM THE HEALTH OFFICER

GRATITUDE TO OUR TEAM

As we close out 2022, I wanted to take a moment to acknowledge our amazing team and express my sincere gratitude to all of you. While many of your own families left to seek safety, you remained behind to help our community. We weathered the storm side by side with our clients and always kept their wellbeing in mind. While challenges presented themselves throughout the storm, our team served with passion, compassion, and care for our clients, our community, and for each other.

A lack of communication connectivity left us worried about our loved ones. Yet, we stayed with our clients. The clouds cleared and many learned our homes, our cars, and other personal property were damaged, possibly even irreparably destroyed. Yet, our team stayed with our clients. Our workload at home grew exponentially with home repairs, insurance claims, adjusters, contractors, and more than most can imagine. Yet, our team's own personal needs came second to the needs of our community.

I am personally grateful to all of you who pushed yourselves beyond exhaustion and stood tall in the face of disaster while continuing to support our community. For that, I thank you.

You continuously reinvented yourselves to adapt to a quickly changing environment. No matter the obstacle, you never lost sight to why we are here, to serve our community. I am so proud of you all and what we have accomplished together with our partners.

I look forward to 2023 and seeing the ways our team will lead the state in public health.



Joseph D. Pepe, Ed. D., MSA

The National Weather Service predicted the 2022 Atlantic Hurricane season to be an active year. Several disturbances kept our community and emergency preparedness first responders on edge throughout the season.

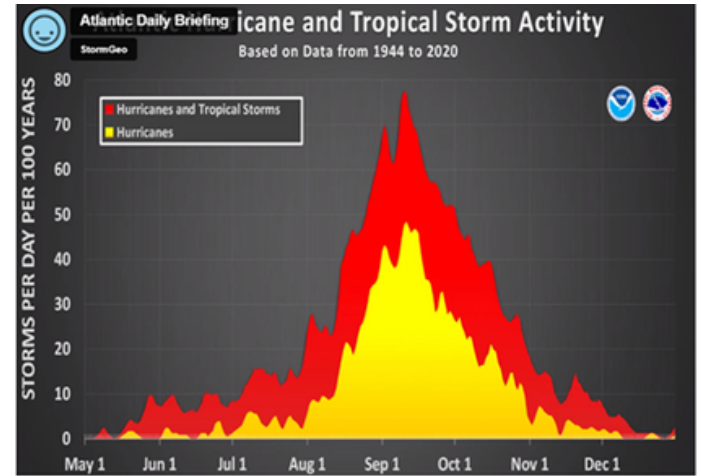
A Potential Tropical Cyclone (PTC) One was monitored in June 2022 to impact our coastal and central regions, which transformed into Tropical Storm Alex. The impact did not disrupt our community or everyday healthcare operations, however, water levels increased throughout small streams, creeks, canals, ditches, and saturated coastal regions causing poor drainage. Ten days later, heat advisories and more thunderstorms were issued to be hazardous for West Central and Southwest Florida.

History shows the likelihood of peak hurricane season to occur from August through late October. In preparation, the health department and local partners hold multiple trainings and simulate exercises. Hands-on trainings allow staff to increase overall awareness, anticipate challenges, plan, prepare, and problem solve.

In May 2022, a full hands-on training was held at the Special Needs Shelter at New Day Christian Church. All Charlotte County Department of Health staff, in addition to county and church staff, participated. This training brought awareness to newer staff who may not be familiar with the location or the process, while being a refresher for more seasoned staff.

In July, the Charlotte County Emergency Management hosted an Emergency Operations Center (EOC) simulated hurricane exercise. During this exercise, all community stakeholders, healthcare providers, first responders, and volunteer participants began thinking through the roles and duties each agency would most likely engage in. From this training, it was ascertained that responses and actions would vary based on the type of impact from the storm (wind, surge, level of severity, etc.).

UNWAVERING DETERMINATION



Two months later, a real EOC incident briefing occurred on September 23, 2022. The briefing acknowledged the concern that Tropical Depression Nine was headed to Southwest Florida. Tropical Depression Nine eventually evolved into a major Category 4 hurricane with 140mph winds, known as Hurricane Ian. Knowledge from past shelter activation and natural disaster trainings quickly became essential to the Department of Health staff, EOC staff, volunteers, First Responders, and other community partners as the hurricane quickly approached. As Hurricane Ian was projected to make landfall directly on Charlotte County, the Medically Dependent Shelter was activated to house residents who were electrically and/or oxygen dependent during the storm. Support was available to accommodate a limited number of cognitively impaired clients.

Before, during, and after the storm, DOH-Charlotte, alongside Charlotte County Emergency Management, assessed and supported our medical community. In total:

- 9 Nursing Homes
- 21 Assisting Living Facilities
- 2 Hospice
- 4 Dialysis Centers
- 17 Adult Family Care Units
- 16 Group Homes (ADP licensed)
- 21 Home Health Agencies
- 2 Mental Health facilities
- 5 Ambulatory Surgical Centers
- 1 Disaster Management Assistant Team
- 2 Mobile Clinics
- 3 Hospitals
- Multiple Mental Health Strike Teams

DOH-Charlotte opened the Medically Dependent Shelter to over 100 residents/caretakers. Due to unavoidable challenges of Hurricane Ian, a secondary shelter at the departments main office had to be readied, staffed, and utilized as an emergency back-up shelter. While obstacles will always present themselves in the midst of devastation, the DOH shelter operations staff conducted selfless service and succeeded in supporting our residents.

For months, in the aftermath of Hurricane Ian, local strike teams, state, non-profits, and long-term disaster recovery centers continue to serve Charlotte County. Overall, this year's hurricane season was an eye-opening experience. Team building, training and exercises from these real time experiences are imperative. Additionally, after-action discussions to review strengths and weaknesses are being utilized to align future responses and recovery incidents. DOH-Charlotte will continue to support community public health resiliency efforts.



- Rapid intensification to a Major Hurricane tonight before reaching Cuba
- Forecast to be a CAT 4 in the Gulf with 140 mph sustained winds
- Forecast to decrease to a CAT 2/1 at landfall (This decrease in wind speed and slow down in motion is due to wind shear)

Monday, September 26th, 2022 weather forecast.

WHO ARE WE

"Charlotte County will be a vibrant, resilient community where all will be active, safe, and prosperous."



A Healthy Community is a Balanced Community

The World Health Organization's definition of health clarifies that health is not merely the absence of disease but also a state of complete physical, social, mental well-being'.

Every resident should have the opportunity to make healthy choices. However, our choices are often limited or expanded based on where we live, where we work, and what resources we have access to. Understanding how social and economic factors impact our residents' opportunity for health is critical for making decisions that expand opportunity for every resident.

- Charlotte County, FL totals 680.9 square miles and is situated on the Southwest coast of the State of Florida.
- The county seat is Punta Gorda.
- Charlotte County consists of one municipality, Punta Gorda, and two Census Designated Places (CDPs), Port Charlotte and Englewood.
- The county population is 194,908 and is projected to surpass 200,000 by 2025.
- The county's median age is 59.
- Projections show that this age group will increase by 46% by 2035.
- The median household income for Charlotte County is \$52,724.
- The civilian labor force is made up of 41% of residents.
- 50% of jobs are retail trade, health care, social assistance and accommodation, and food services jobs.
- Between 2017 and 2021 82.1% of housing units were owner-occupied with a median value of \$226,700.
- Of the 67 Florida counties, Charlotte ranks as the 2nd oldest county in the state .

 **194,908**
People
Total Population

59.5
Years Old
Median Age

A GROWING COMMUNITY

AS POPULATION GROWS, NEEDS GROW

"One of the marvelous things about community is that it enables us to welcome and help people in a way we couldn't as individuals."

~Jean Vanier

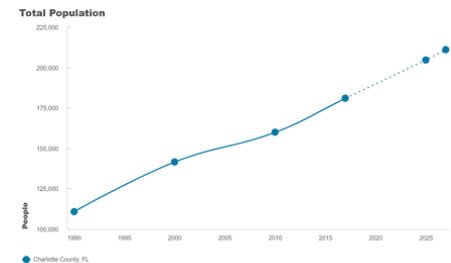


OUTPACING GROWTH

The state of Florida, as well as Charlotte County, has seen a dramatic increase in population over the past 10 years. It is expected to continue to rise over the coming years. While there are many benefits to a growing population, like boosting economies, diversity, and job creation, it also comes with some obstacles. A higher demand for services can put a strain on the existing systems and negatively impact services to clients.

Higher demand for services for DOH-Charlotte 2021.

- Environmental Health has seen a 10% increase in overall new system permitting.
- 227 refugee health clients were seen in 2022 compared to 16 in 2021.
- There was over 30% increase in pediatric immunizations.
- 3,699 adult immunizations were administered in 2022 compared to 759 in 2021.
- The WIC program saw an 2.3% increase.



HERE TO SERVE YOU

The Florida Department of Health in Charlotte County offers a variety of services and programs to address the health needs of residents.



CLINIC & COMMUNITY HEALTH

- Dental & Dental Sealant
- Immunizations
- Family Planning
- Health Promotion
- Refugee Health
- Narcan Distribution
- Tuberculosis Control

Maternal & Child Health

- WIC (Women, Infants, and Children)
- School Health



INITIATIVES

- Playing it Safe! Kids & Cars Program
- Health Education
 - 5-2-1-0
 - Water Safety
 - Handwashing
 - Bullying
 - Dental Health
 - Bicycle/Pedestrian Safety
- Healthy Communities
- Healthy Babies
- COVID-19 Health Disparities
- Minority Health & Quality of Life



DISEASE CONTROL & PREVENTION

- Epidemiology
- HIV & Sexually Transmitted Infections

PREPAREDNESS & RESPONSE

- Hurricane/Severe Weather Preparedness
- Special Needs Shelter
- Chemical Exposure
- Man-Made Disasters
- Non-Man-Made Disasters



ENVIRONMENTAL HEALTH

Program/Services

- Healthy Beaches
- Biomedical Waste
- Onsite Sewage
- Drinking Water/Well Testing
- Sanitary Nuisances

Permitting, Licensure, & Inspection

- Septic
- Body Piercing
- Mobile Home Parks
- Public Pools/Spas
- Tanning Facilities
- Tattoo Facilities
- Group Care Facilities
- Migrant Labor Housing

SERVICES & PROGRAMS

CLINICAL, DENTAL, & NUTRITION SERVICES

The Florida Department of Health in Charlotte County offers a variety of services including dental, WIC, immunizations for adults and children, refugee health, tuberculosis control services, family planning, and STI (sexually transmitted infections). Most services are provided on a sliding fee scale and are based on income and family size. WIC is a Special Supplemental Nutrition Program that serves low-income pregnant, breastfeeding, or postpartum women, infants, and children under 5 years of age who are found to be at nutritional risk.

INFECTIOUS DISEASE SERVICES

Infectious Disease Services conduct investigation, surveillance, prevention, and control of communicable diseases of public health importance. Our staff investigates over 80 reportable conditions including HIV/AIDS and Sexually Transmitted Infections.

ENVIRONMENTAL HEALTH

Environmental Health works to prevent disease of environmental origin and to promote and improve the health of all people in Charlotte County. Environmental Health services are delivered to the residents and visitors in Charlotte County through integration with the local county facilities and our county and community partners.

PREPAREDNESS & RESPONSE

The Florida Department of Health in Charlotte County's Emergency Preparedness Program is actively involved in planning and responding to the public health needs of the community in times of emergency or disaster. The Department of Health works closely with community partners to ensure coordination of health and medical response within Charlotte County. The priorities of the Preparedness Program are to ensure that delivery of essential medical and public health services are maintained or restored following a disaster and that assistance is provided to meet emergency needs of the affected population.



Florida Health represents the vision that health belongs to everyone and every group—not just an agency. It takes individuals, families, communities, and partnerships with local and state-level policy makers and stakeholders to create a culture of health in Florida. We are all stewards of health in Florida. Florida Health belongs to all of us.

MEETING PEOPLE WHERE THEY ARE

“You may find that making a difference for others makes the biggest difference in you.”

~Brian Williams



OUR MISSION

To provide the biggest impact on those who are most in need, DOH-Charlotte believes in meeting people where they are. Multiple outreach events were conducted in 2022 to achieve this goal.

The Epidemiology, Preparedness, Clinic, and COVID-19 task force teams collaborated to reach out to people from all walks of life who have limited access to testing, vaccination, and education.

Many of the COVID-19 outreach programs integrated additional DOH services, such as STD screenings, Influenza, Hepatitis A, B, and Tdap vaccines, along with other health education, in order to have a greater impact.

EXCEEDING EXPECTATIONS

Exceeded state benchmarks:

- 95.8% teen clients adopting effective or highly effective birth control methods (state benchmark 80%)
- 93.1% clients ages 15-44 effective or highly effective birth control methods (state benchmark 75%)
- 11.8% clients utilizing long-acting reversible contraceptive (LARC) methods which include IUD and Nexplanon devices (state benchmark 2%)

REDUCING BARRIERS

DOH-Charlotte offered outreach in a variety of approaches to reduce inequities in populations with limited access or unmet needs.

- Provided support, guidance for:
 - Schools
 - Medical Providers
 - Long-term Care Facilities
 - Homeless Shelters
 - Churches
 - Rehabilitation Centers
 - Libraries
 - Low Income Communities

OUTREACH

COMMUNITY EVENTS

With organizations and the community feeling more comfortable interacting with others again, outreach efforts have increased and has become a part of our five-year strategic plan. WIC, Health Promotion, Epidemiology, Clinic, and the Dental departments all participated in various outreach events throughout the year.

- Healthy Start Drive-Thru Baby Shower
- Drive Thru Easter Event at Sonshine Baptist Church where bicycle helmets were fitted and car seats were installed
- Sonshine Baptist Church Back-to-School Event
- New Day Christian Church Back-to-School Event
 - Prefilled bags of educational materials and items for Back to School Open Houses at: Peace River, Neil Armstrong, Kingsway, Liberty, Meadow Park, East, Myakka, Deep Creek, and Vineland Elementary Schools
- Pop-Up Laundry Event in partnership with Untied Way
 - 44 families were able to do their laundry FREE (392 loads)
- Food Pantry Outreach Events
- Annual Mental Health Walk sponsored by Charlotte Behavioral Health Care
- Cops & Goblins Halloween event – provided toothbrushes & education

FAMILY SUPPORT

- Provided trauma informed care via virtual and home/office visiting services.
- Increased health literacy and family bonding by providing books to parents and children.
- Provided consistent educational outreach to include resources for financial, nutritional, and emotional support to help families become their own health advocates.
- Collaborated with Kids Thrive to support families with substance use disorder via park/playground gatherings and a Christmas party at the Family Service Center.

NUTRITION EDUCATION

- WIC provided breastfeeding support to postpartum patients at ShorePoint Health Hospital (previously Bayfront Health).
- Collaborated with four faith-based communities to provide nutrition education through the Supplemental Nutrition Assistance Program Education (SNAP-Ed).

HEALTH & SAFETY

- Participated in 3 Back-to-School Events - New Day Christian Church, Punta Gorda Housing Authority, and Sonshine Baptist Church
- 1500 prefilled bags of educational materials and items for Back-to-School Open Houses were provided for all Charlotte County Elementary Schools.
- All 10 elementary schools received health education including: 5-2-1-0, water safety, over the counter medication safety, proper handwashing, bullying and cyberbullying, dental health, and bicycle and pedestrian safety.
- Installed car seats through the Playing It Safe! Kids and Cars program.
- Provided STI screening, counseling and education to identified high risk population (14-18 age group). Provided education for abstinence, monogamy, and the use of protection.
- The Community Health Promotion and STD Prevention teams provided extensive education to the elementary school students during the 2021-2022 school year. Education was provided on a variety of health/safety topics to help students make informed decisions about their health and wellbeing to Charlotte County 5th graders (894 students) and 7th graders
- Provided vaccines (COVID-19, Flu, Hepatitis A, Hepatitis B & Tdap) during outreach visits to the PAR clinic, the Homeless Shelter, the Baker Center and Jesus Loves You Ministries, and Growing Strong Families home visits.

AN INFORMED COMMUNITY IS AN EMPOWERED COMMUNITY

"The true measure of our success will be the number of people touched and transformed by our success."

~Angela Ahrendts



THE IMPORTANCE OF EDUCATING

When residents are educated and informed, they know the signs, they know the risks, and they know the measures of prevention available. They are then empowered to take the steps needed for their own health.

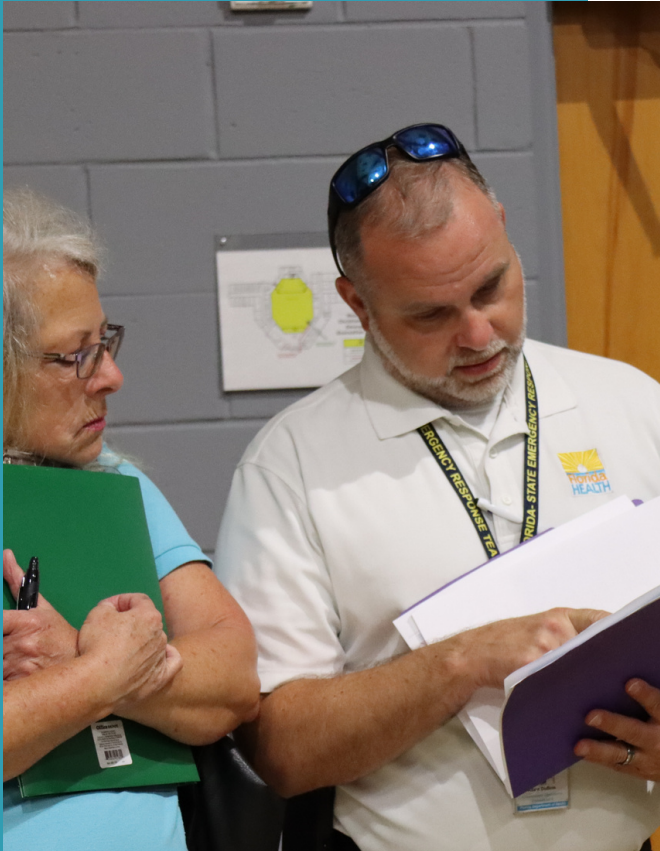
In providing the information and creating awareness, we empower residents to be their own health advocates.

DOH-Charlotte provides education to the community and partners using a wide range of tools.

INFORM & EMPOWER

Our team works together to inform our community.

- We provide education before, during, and after appointments.
- We provide a wealth of knowledge to residents over the phone.
- We work with schools, partners, and the community to educate.
- We provide education and prevention measures for a wide range of communicable diseases like Rabies, Legionnaires, Hepatitis, Salmonella, and COVID-19.
- We send out press releases, create infographics, add up-to-date information to the website, and share posts for social media.
- Our team posts signs/flyers to make our community aware of events, alerts, health campaigns, and special clinics available.



EDUCATING THE COMMUNITY

- Together, DOH-Charlotte, Charlotte Behavioral Health Care and Drug Free Charlotte County educated the community, on the dangers of Fentanyl. Hundreds of posters were hung and 24 boxes of Narcan were given out.
- Working with partners, child passenger safety classes were presented to parent groups at Pregnancy Solutions.
- In 2023, the child passenger safety education classes will be expanded into full Child Safety & Wellness Workshops and include topics such as nutrition, sleep safety, and pool/water safety in addition to the child passenger safety education. Three such classes were planned for 2022 but sadly had to be postponed due to Hurricane Ian. DOH-Charlotte looks forward to working a number of community partners to facilitate educating families.
- Provided water safety messaging and material.
- Supported county partners to inform the community with printed informational guides when Hurricane Ian devastated communications.

EDUCATING PARTNERS

- DOH-Charlotte offered a 2-day HIV 500 & 501 class. Providers were trained on proper protocol for testing & reporting. Providers from Lee, Sarasota, DeSoto, & Collier counties were invited to DOH-Charlotte for the training. Training was provided for DOH & community-based nurses.

WE RISE LIFTING OTHERS

At DOH-Charlotte, our community's needs are always a major priority. Much like the pandemic produced numerous changes in our daily lives, it also had a significant impact on the way we do business. DOH-Charlotte is committed to serving families of Charlotte County.



Charlotte County WIC has maintained almost every nutrition and breastfeeding indicator above the Statewide average. This includes data on infants breastfed, nutrition education contacts, prenatal women enrolled in their first trimester, and more. In fact, Charlotte County WIC saw its biggest improvement in high-risk nutrition education contacts. In 2021, our program averaged only about 89% of high-risk nutrition education contacts being completed, which was below the Statewide average.

Since this was a reoccurring issue, it became a DOH quality improvement project and our WIC program is now averaging about 96% of high-risk nutrition education contacts being completed.

Currently, the Federal COVID-19 WIC waivers remain in place and clients may opt to complete appointments via phone and email until, at least, July 2023. Despite these waivers, some clients have chosen to receive services in person and

more anthropometric and hematological data is being collected. Our hope is that we continue collecting more data for clients in the future to better help us assess their needs. It is very likely that after the COVID-19 waivers are lifted, permanent changes to the WIC program are made and would allow more flexibility for clients to receive services than they had before 2020

SUCCESS FOR FAMILIES

FLORIDA HEALTHY COMMUNITIES

Florida Health Communities: The Healthiest Weight Program, now Healthy Communities, work plan began October of 2021. It included a PACE-EH project to tackle food insecurity, supporting Early Care Education centers to enhance their nutrition and physical activity options, and to assist the school district with adding policies, systems or environmental changes that increase nutrition and physical activity in their schools.

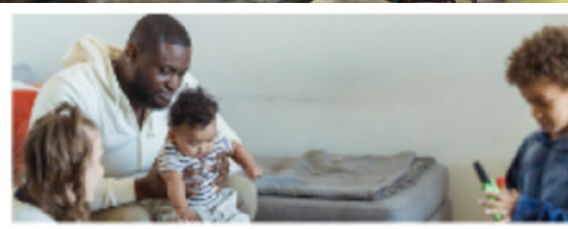
- We have reached out to multiple Early Care Education centers inviting them to participate in the Go NAPSACC online training program and bringing awareness to the incentives they can earn.
- The Healthiest Weight Florida PACE-EH requirement revolved around planning and discussions to address priority areas with food access issues. Meetings were held to discuss a potential centralized farmer's market distribution center which would then feed the supplies to

multiple strategically placed markets around the county. Due to the damage caused by Hurricane Ian, some of these plans were temporarily suspended.

- Organizational meetings involving the Charlotte County school system among many other community partners concerning at-risk youth showed truancy to be a major issue for today's youth. This can impact all areas of a child's life including physical health, emotional/mental health and overall wellbeing. DOH-Charlotte will cultivate relationships with our partners in order to support their efforts to positively impact our youth.

FLORIDA HEALTHY BABIES

The Healthy Babies program objectives center around child passenger safety and water safety. Major strides have been taken to provide opportunities for families to get the information they need about keeping children safe.



PARTNERSHIPS IN CHARLOTTE COUNTY

The number of organizations and sectors with which DOH Charlotte has partnered this year is far too numerous to name. Our impact would have been much less if we didn't have our partners.



"The best partnerships aren't dependent on a mere common goal but on a shared path of equality, desire, and no small amount of passion."

~Sarah MacLean

We were able to collaborate on a variety of projects, together, as a community. Emergency preparedness and response, illness preventive education, mental health wellness, healthy lifestyle and safety education, and drug addiction education are just a few examples.

DOH-Charlotte and its partners not only rely on each other for outreach and services, but we also frequently train together. During times of crisis, knowing each other's roles and strengths enables a more effective community response and a smoother flow of services. These trainings are quite beneficial as they help to strengthen relationships and partnerships.

Together, we achieve so much more.

We've collaborated with medical professionals, mental health providers, emergency preparedness, EMS, law enforcement, city officials, schools, daycares, refugee services, hospitals, churches, homeless shelters, substance abuse prevention and rehabilitation organizations, and more in the year 2022 alone.

ACHIEVING MORE TOGETHER

MINORITY HEALTH & QUALITY OF LIFE

2022 saw the finalization and publishing of the Charlotte County Health Equity/Quality of Life Plan . Quality of life is achieved when everyone can attain optimal health. DOH-Charlotte continues to work with community organizations to address the barriers inhibiting populations from reaching optimal health. A focus on health equity means recognizing and eliminating the systemic barriers that have produced disparities in achieving wellness. The plan is used to guide county efforts to create and improve systems and opportunities to achieve optimal health for all residents, especially priority populations.

The team identified and reviewed health disparities data in Charlotte County identifying mental health as an issue effecting the vulnerable and marginalized populations. Throughout multiple community meetings, mental health was consistently brought to the forefront for concern for the community. After careful review of the data, it was further identified that youth and veteran mental health issues, while being addressed through other means, have remaining concerns that need to be prioritized.

Collaborative initiatives to address social and economic barriers are the most effective at reducing health disparities. To facilitate change in our community, two major projects were created within the plan-Household Stability and the Youth/Veteran Mentorship Project.

PROJECTS

Household Stability Project

Having basic needs met plays an important role on mental well-being. Without a stable home, access to healthy foods, social connections, and an environment to thrive in, mental health suffers, especially for the youth. While the youth have little control over their circumstances, they suffer from stress and anxiety when their needs are not being met. The taskforce will develop and sustain relationships through the Youth Coordinated Community.

Youth/Veteran Mentorship Project

The Health Equity Taskforce in collaboration with other community partners and citizens will establish a community tailored mentorship program for youth and veterans.

Creating connections can have a positive on the lives of both, mentee and mentor and lead to improved mental health and well-being for each. Engaging, as a team, in structured activities can foster meaningful relationships. The program will establish a specific curriculum for the participants which will include activities that facilitate learning life skills such as relationship building, healthy choices, accessing community resources such as mental health, housing resources, etc., and more.

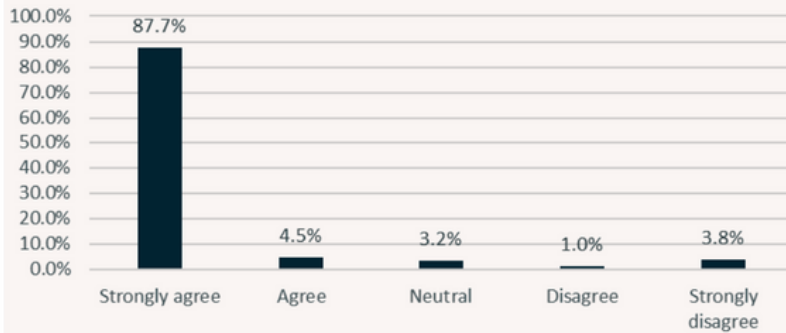
Finding meaning and hope together.

WORKING WITH DIRECTION & PURPOSE

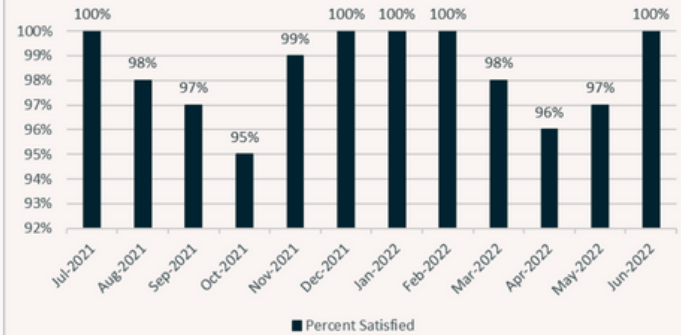
"To give real service, you must add something which cannot be bought or measured with money, and that is sincerity and integrity."

~Douglas Adams

Yearly Average of Individual Ratings
FY 21-22



Monthly Percent Satisfied
FY 21-22



CUSTOMER SERVICE

DOH-Charlotte prides itself in listening to the voice of the customer. Our team goes above and beyond to offer assistance to our clients with empathy and compassion.

In order to maintain our culture of quality improvement, the department has implemented multiple processes that allow our clients/patients the opportunity to provide us with feedback on their experience while visiting DOH-Charlotte.

FEEDBACK

DOH-Charlotte collects customer feedback. The feedback methods are managed by the Office of Strategic Planning and Communications (OSPC) and are presented to the Performance Management Council (PMC) for their review and action each month. Items expressed by clients/patients as areas of improvement are presented to the appropriate Department lead and must be addressed within 7 business days.

Percent Satisfied Year Average: 92%

COMMITMENT



PLANS FOR THE FUTURE

"The best way to predict your future is to create it."
~Abraham Lincoln



DOH Charlotte is continuously trying to promote healthy living choices and prevention strategies in order to make a difference in the future. We must always plan for the future needs of our personnel, partners, and residents in addition to our current activities.

Each program area within the organization prepares, plans, and sets goals to address future demands in a variety of ways, like sustaining services for a growing community, preparing personnel for unanticipated events, expanding services, programs, and outreach, and applying for financing for new and current initiatives.

The Charlotte County Family Services Center is a great resource to collaborate with other community partners. While COVID-19 and Hurricane Ian impacted many of the plans DOH-Charlotte had for 2022, plans are in place to expand the presence of DOH services at the Family Services Center in Port Charlotte, which will serve a larger population of those in need.

LOOKING AHEAD

Despite incredible challenges in 2021, DOH-Charlotte remained committed to serving our community and striving to offer the highest quality of services. Through Strategic Planning and Quality Improvement the agency is continually making public health a priority.

STRATEGIC PLANNING

On June 30, 2022, the 2018-2022 strategic plan concluded, and a new five-year strategic plan was developed. The 2022-2027 Strategic Plan "Together Towards Tomorrow" went into effect July 1st, 2022. In 2022 out of 43 objectives 65% were successfully completed; 12% obtained positive results 16% did not meet their target, and 7% were paused and included in the new strategic plan FY 22/27. Some of the most notable accomplishments are:

The percent of infants ever breastfed.

Progress: Exceeded the target value of 85% by the actual value of 86% 2022.

Decrease the number of tooth extractions

Progress: Exceeded the target value of <343 by the actual value of 268.

The percentage of 2-year-olds, CHD clients, who are fully immunized.

Progress: Exceeded target value of 95% by the actual value of 100%.

The percent of increase in family planning methods adopted.

Progress: Exceeded target value of 90% by the actual value of 93%.

The percent of PMQI plan objectives implemented.

Progress: Met target value of 100%.

The number of QI Projects completing full PDCA Cycles.

Progress: Met target value of 100%.

The percent of Employee Feedback survey score on Results.

Progress: Exceeded target value of 70% by the actual value of 73.1%.

The percent of items in compliance with DOH information & privacy standards.

Progress: Exceeded target value of 95% by the actual value of 100%.

PERFORMANCE MANAGEMENT & QUALITY IMPROVEMENT

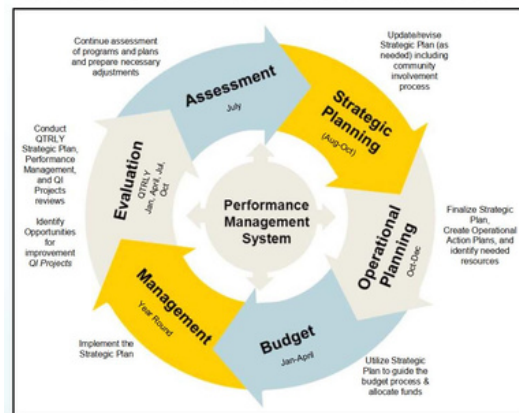
6 Quality Improvement Projects were completed as of June 30, 2022.

The new 2022-2025 Performance Management and Quality Improvement (PMQI) Plan went into effect July 1st, 2022.

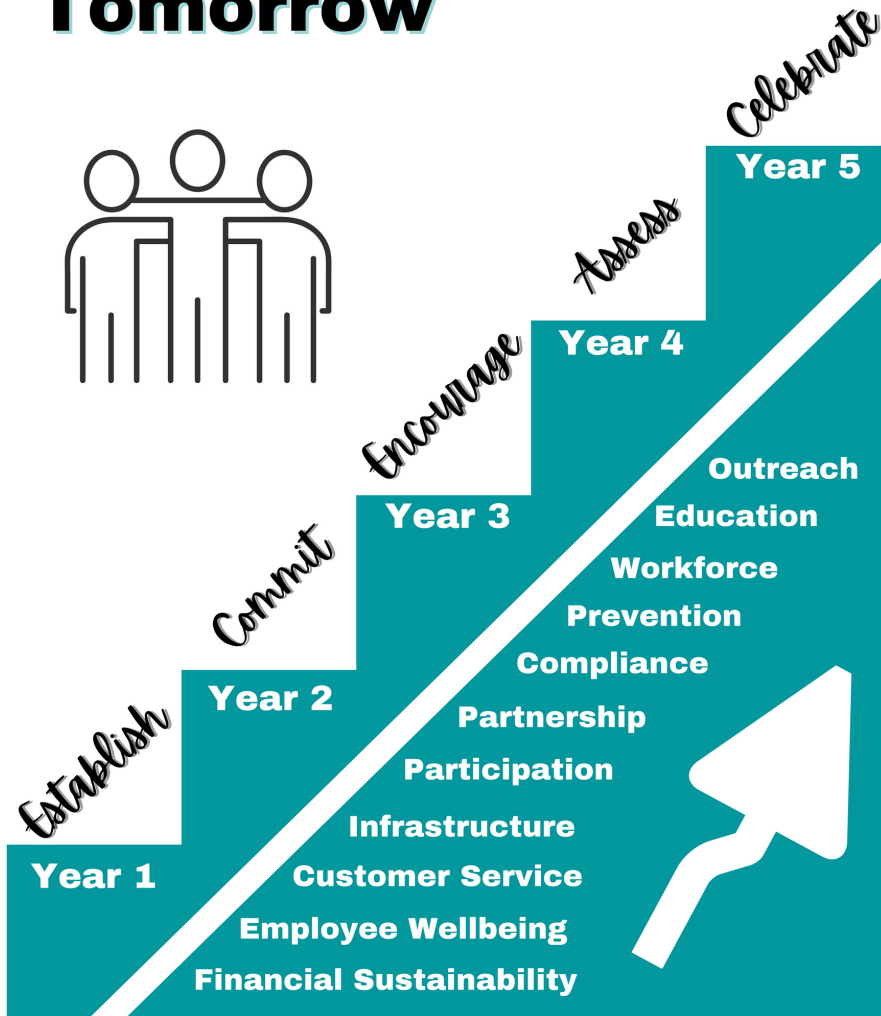
-Implemented Phase II of the new community dashboard mySidewalk.

-Implemented the utilization of the Clear Point Performance Management System

PERFORMANCE MANAGEMENT CYCLE



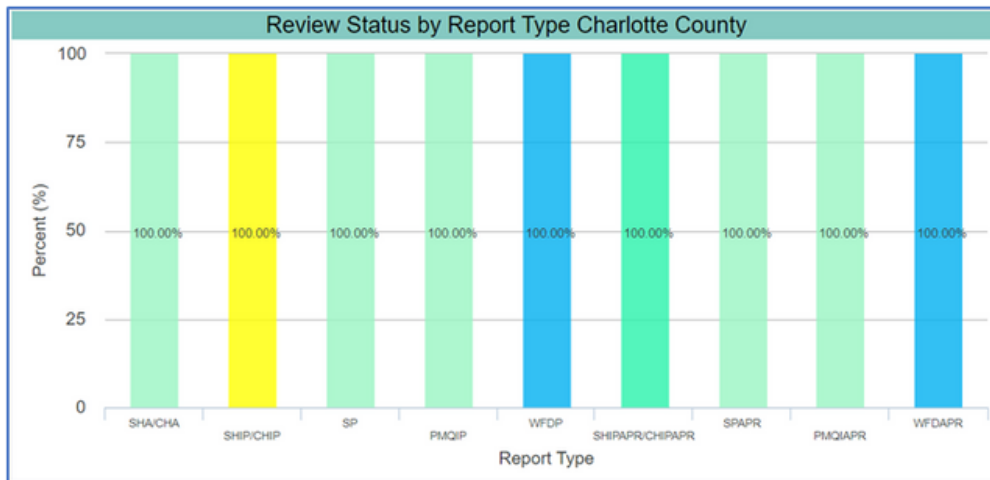
Together Towards Tomorrow



RE-ACCREDITATION

On March 9, 2022 the Florida Department of Health in Charlotte County, together with the integrated 67 Local Public Health Department System, received reaccreditation by the Public Health Accreditation Board (PHAB). This signifies that the Department's integrated public health system has successfully completed a rigorous review process to maintain its accreditation status and demonstrated a commitment to continuously improve and advance, thereby becoming increasingly effective at improving the health of our communities across the state.

The PHAB Site Visit Report for the county health departments stated that "The Florida Department of Health truly operates as a collaborative and effective integrated public health system. The inter-county collaboration is very evident through shared programs and positions across the state." The report also highlighted 21 Areas of Excellence. The State Health Office and county health departments PHAB Site Visitor Reports are located on Florida Health Performs for your reference.



"The goal of measurement is to not only do things right but do the rights things and continuously improve doing that."

~Pearl Zhu

UPGRADING OUR WORLD

Management Information Systems (MIS) improves productivity through technology by making information easy to access and use. Technology plays a vital role in all sectors of today's world. All aspects of operations of DOH-Charlotte are touched by information technology. The agency utilizes the tools of tech for a communication means, advancements, information tracking and sharing, data driven priorities, and so much more.



In 2021 some of the major advancements of tech played a vital role in increased agency efficiency, application integration, security, and advanced support.

PROJECTS

Security

- Implemented automated processes to monitor and upgrade Operating System versions.
- Implemented improved self-service account management and recovery tools.

Communication Enhancements

- Implemented automated processes to distribute visual internal communications to staff computing devices.
- Implemented kiosks that are used to provide translation and interpretation services to clients.

Disaster Communications

- Migrated all mobile communication devices to AT&T FirstNet to restore communications with field staff after Hurricane Ian.
- Migrated mobile hotspots to AT&T FirstNet to improve connectivity during field exercises, community events, and PODS.
- Pilot tested AT&T FirstNet MegaGo communication equipment to improve communications for CHD Facility, mobile command, and Special Need Shelter during and after hurricanes and other disaster response activities.

TECHNOLOGY & SUSTAINABILITY

CHARTING THE COURSE

"We can chart our future clearly and wisely only when we know the path which has led to the present."

~Adlai E. Stevenson



MEETING FINANCIAL NEEDS

The UN World Commission on Environment and Development has succinctly defined sustainable development as "meeting the needs of the present without compromising the ability of future generations to meet their own needs." From a local Health Department perspective, to be financially sustainable is to be able to meet our current financial needs without compromising our ability to meet our future needs.

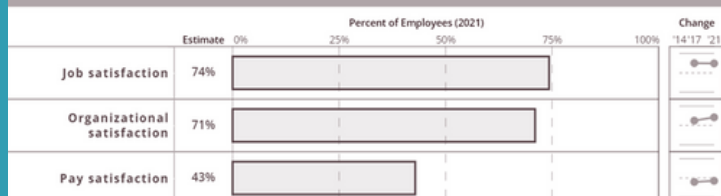
To achieve that end, the objective of the fiscal team is to make certain that the overall operating expenditures do not exceed the overall revenue except in cases where the leadership team determines that it is appropriate to expend reserve funds on expenditures to develop or expand programs and complete enhancement projects.

ONLY AS STRONG AS OUR WORKFORCE

"Employers who recognize the importance of investing in their workforce have a more productive workforce, a more efficient workforce, a more loyal workforce, less turnover, and, in the private sector, more profitable." -Valerie Jarrett

EMPLOYEE SATISFACTION

CHARLOTTE: ALL EMPLOYEES



PERCEPTIONS ABOUT ORGANIZATION

CHARLOTTE: ALL EMPLOYEES



STRIVING FOR EXCELLENCE

DOH-Charlotte strives to attract, recruit, and retain a competent workforce.

The DOH-Charlotte strategic priority "Workforce Development," contains the goal of, "Foster a healthy work environment to ensure a highly competent, satisfied, knowledgeable workforce with opportunities for professional growth and development."

ASSESSING THE SITUATION

DOH-Charlotte received the results from the 2021 Public Health Workforce Interests and Needs Survey (PH WINS) that assesses the Department's current and future workforce competency needs. Some of the findings and accomplishments indicate progress in many areas including intention to stay working for the department, employee satisfaction, perceptions about the organization, and overall mental and emotional wellbeing.

THE BIG PICTURE

The 2023-2025 Workforce Development Plan was finalized and will be implemented in January 2023. The plan serves as the foundation of DOH-Charlotte's ongoing commitment to the training and development of its workforce.

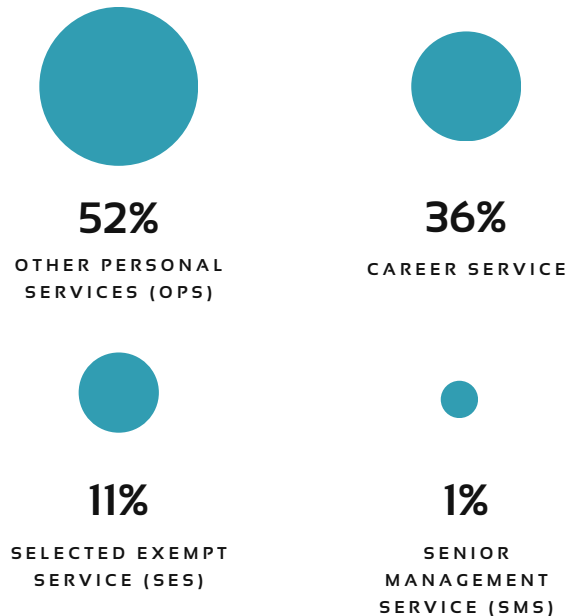
Training and development of the workforce is part of a comprehensive strategy toward DOH-Charlotte's quality improvement. The goal is to identify gaps in knowledge, skills, and abilities through the assessment of both organizational and individual needs and addressing those gaps through training and development opportunities.

WORKFORCE

OUR STAFF

In 2022, due to the COVID-19 pandemic, DOH-Charlotte experienced a great fluctuation of staff ranging from approximately 75-100 employees at any given time.

The State of Florida classification of employees consists of Career Service, Selected Exempt Service (SES), Senior Management Service (SMS), Other Personal Services (OPS) employees.



TRAINING

DOH-Charlotte employees attend numerous trainings at the federal, state, and local levels throughout the year. Participation in a variety of trainings fosters not just knowledge but also strong relationships.

- Multiple staff members completed the Narcan training
- One new Child Passenger Safety Technician Certified
- One new Bicycle Technician Certified
- Medical Dependent Shelter Simulated Exercises
- MDS Operations and Management Training

National Minority Health Month Event:

Promoting National Minority Health Month by educating staff what health equity means to the community we serve. The Health Planning Council of Southwest Florida, provided multiple interactive presentations to educate staff in addition to the many other activities that led up to the training.

All members of the staff take part in drills and exercises to help them prepare for any events they may be called upon to assist with.

While training for specific circumstances helps to make the trainings feel more realistic, the lessons acquired can be applied to other scenarios for which the staff has not been specifically taught.

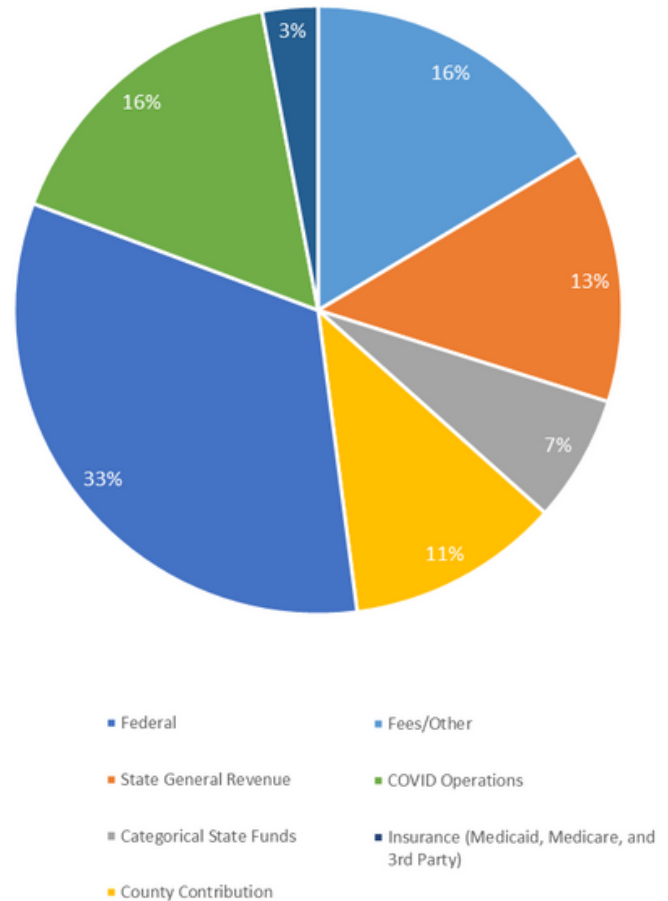


REVENUES - 2021/2022 FISCAL YEAR

The annual budget for the Charlotte County Health Department in fiscal year 2021/2022 was \$6,037,964. The funding used to cover these expenses comes from different sources that include federal funds, state funds, fees, insurance payments, and our local County contribution.

Federal	\$1,242,283	16%
State General Revenue	\$1,012,575	13%
Categorical State Funds	\$508,785	7%
County Contribution	\$856,565	11%
Fees/Other	\$2,473,296	33%
COVID Operations	\$1,233,814	16%
Insurance*	\$223,286	3%
TOTAL	\$7,550,604	100%

*Medicaid, Medicare, and 3rd Party

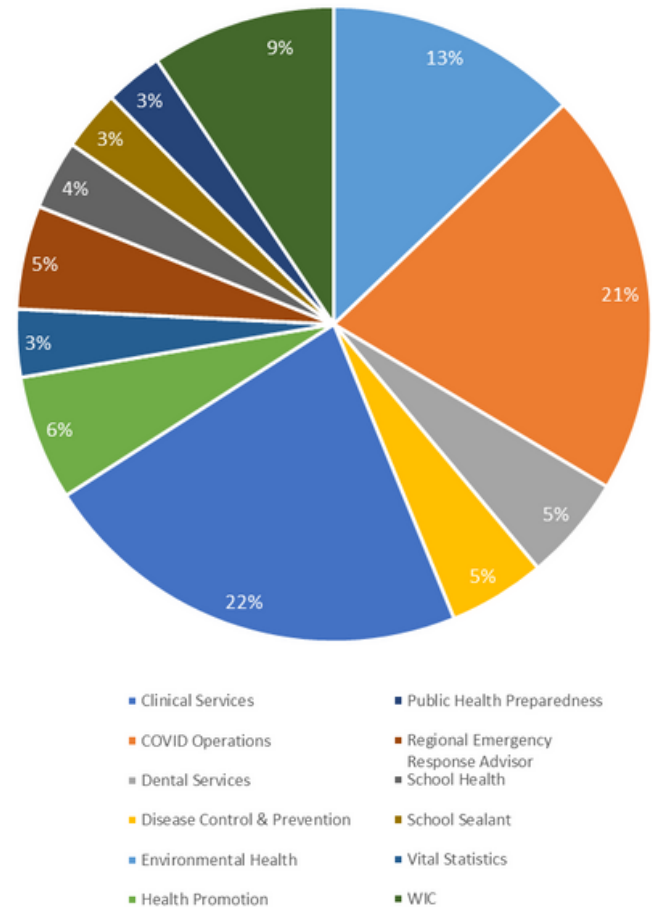


EXPENDITURES - 2021/2022 FISCAL YEAR

Expenditures for the fiscal year are summarized by program.

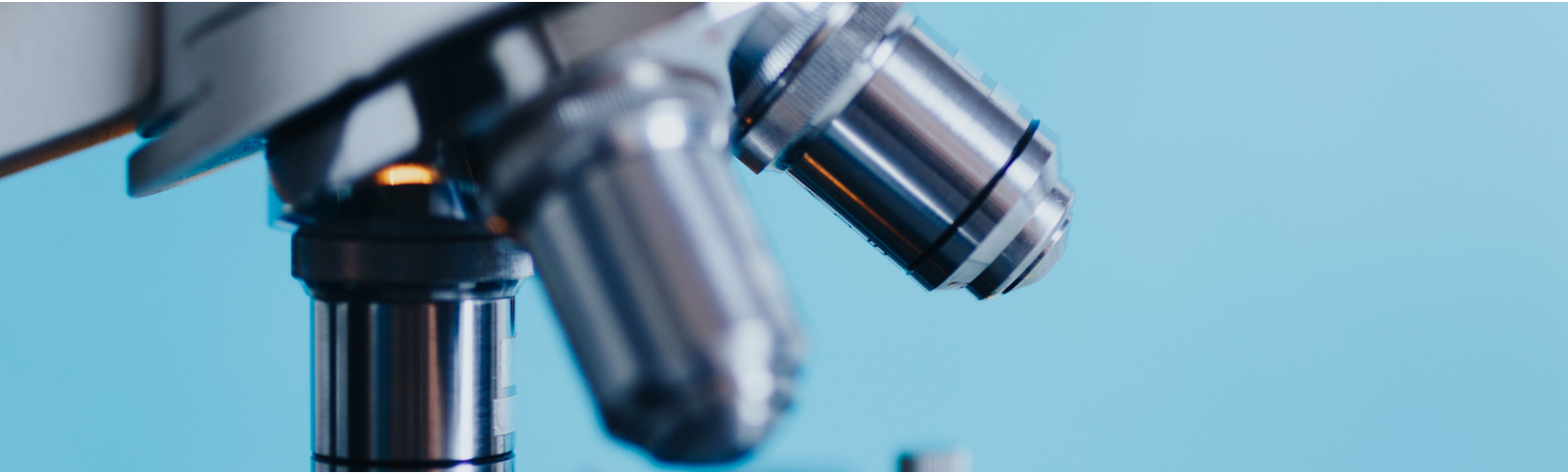
Our clinical, dental, school health services, and environmental health department make up more than half of our total expenditures.

Clinical Services	\$777,511	13%
COVID Operations	\$1,247,521	21%
Dental Services	\$323,593	5%
Disease Control & Prevention	\$297,410	5%
Environmental Health	\$1,336,313	22%
Health Promotion	\$384,500	6%
Public Health Preparedness	\$207,907	3%
Regional Emergency Response Advisor	\$318,630	5%
School Health	\$212,746	4%
School Sealant	\$185,860	3%
Vital Statistics	\$178,208	3%
WIC	\$567,765	9%
TOTAL	\$6,037,964	100%



PLANS FOR THE FUTURE

"He who has health, has hope; and he who has hope, has everything." ~Thomas Carlyle



The COVID-19 pandemic introduced terms like "transmission," "incubation period," "contact tracing," and "herd immunity" into the common lexicon for many people who had never heard of an uncontrolled illness. However, these concepts are central to the careers of those who work in the area of epidemiology, and a pandemic is precisely what they have been preparing for.

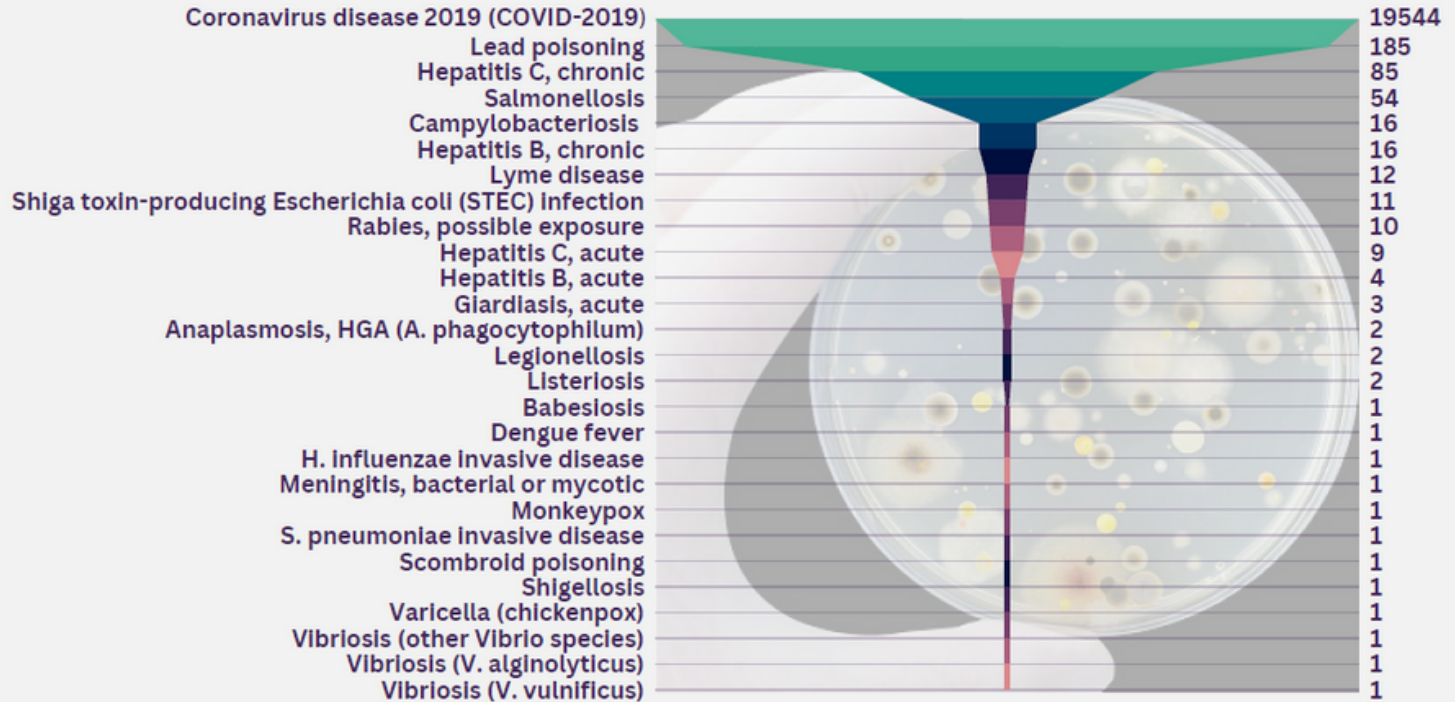
Epidemiology is the foundation of public health. While epidemiologists are essential to mapping and comprehending the coronavirus's effects, their job goes beyond new viruses and pandemics. Epidemiological study enables us to comprehend not only who has a disorder or disease, but also its origins and how it came to affect this person or area.

The Centers for Disease Control and Prevention (CDC) define epidemiology as "the method used to find the causes of health outcomes and diseases in populations." Although epidemiology is frequently concerned with disease, it is also concerned with other aspects of health, such as environment-related exposure, foodborne illness, injuries, non-infectious disease, natural disasters, and more.

DISEASE SURVEILLANCE

EPIDEMIOLOGY SURVEILLANCE & INVESTIGATION

REPORTED DISEASES OF 2022, CHARLOTTE COUNTY



EPIDEMIOLOGY OUTREACH SERVICES

2022, CHARLOTTE COUNTY



1

Vaccinations

- COVID-19
- Hepatitis A
- Influenza
- Monkeypox



2

Testing

- COVID-19
- STDs (Chlamydia, Gonorrhea)
- HIV
- Hepatitis



3

Contact Tracing



4

Education



5

Counseling



6

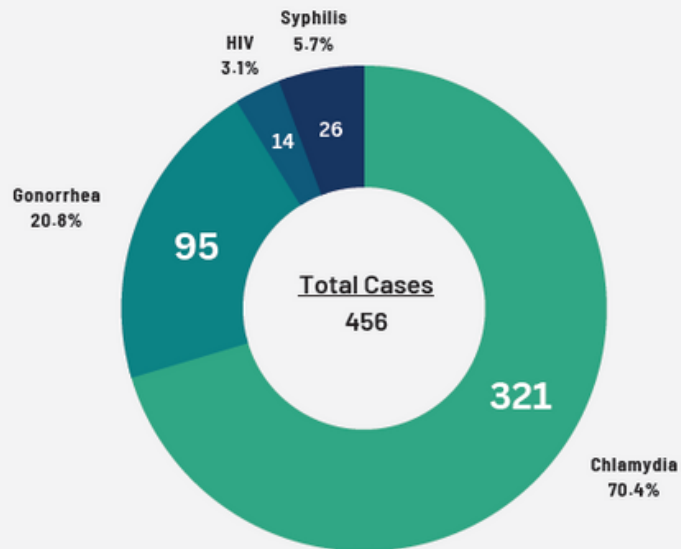
Offering Resources

- Condoms
- Hygiene packs
- Lunch packs



7

Field Investigation



Ratio of Diagnoses Based on Gender

Chlamydia



Gonorrhea



HIV



Syphilis



REPORTED SEXUALLY TRANSMITTED DISEASES CASES

2022, CHARLOTTE COUNTY





“Little drops of water make the mighty ocean.” — Julia Carney.



49

FAMILIES RECEIVED
TRAUMA INFORMED CARE
THROUGH THE GROWING
STRONG FAMILY
PROGRAM



1,166

STUDENTS PARTICIPATED
IN THE DENTAL SEALANT
PROGRAM



1,161

5TH & 7TH GRADERS
PROVIDED EDUCATION



115

VIRTUAL & HOME VISITS
COMPLETED THROUGH
THE GROWING STRONG
FAMILY PROGRAM



2,246

WIC CLIENTS

20

FAMILIES PROVIDED
GUIDANCE FOR
SUBSTANCE USE
DISORDER

2,126

DENTAL CLIENT
APPOINTMENTS

**Dental Clinic Closed 7/2021 - 11/2021
No Provider 9/2021 - 10/2021*

2022

BY THE NUMBERS

40

CHILD SAFETY SEATS
PROVIDED TO CLIENTS

2.3%

INCREASED WIC
PARTICIPATION



10

ELEMENTARY SCHOOLS
RECEIVED HEALTH
EDUCATION



97

BOOKS PROVIDED TO
GROWING STRONG
FAMILIES CLIENTS



54

CHILD PASSENGER
SAFETY SEATS INSTALLED



100

BICYCLE HELMETS FITTED &
EDUCATION PROVIDED



12

PARTICIPATED IN
OUTREACH EVENTS



DISEASE CONTROL & PREVENTION

SEXUALLY TRANSMITTED INFECTION PREVENTION



476
CLIENTS SERVED

824
Chlamydia/
Gonorrhea Tests
Administered

430
HIV Tests
Administered

438
Syphilis Tests
Administered

240

Hepatitis Tests
Administered

Administered test numbers include
Family Planning & the STI Program

EPIDEMIOLOGY



17,296
CASES REPORTED

113/15
Hepatitis C
Chronic/Acute

16
Lead Poisoning
Cases Reported

7

Legionellosis
Cases Reported

2

Rabies Possible
Exposure Cases
Reported

17,018
COVID-19 Cases
Reported

24/7
Hepatitis B
Chronic/Acute

16

Campylobacteriosis
Cases Reported

43

Salmonellosis
Cases Reported

10

Lyme Disease
Cases Reported

SCHOOL HEALTH



33

PUBLIC, PRIVATE, CHARTER
SCHOOLS SERVED

20

Public School
Inspections
Performed

94.4%
Middle School
Students

90.2%
Kindergarten
Students

18,393
STUDENTS SERVED

Charlotte County students attending
public and private schools fully
immunized and up-to-date on all
required immunizations:



CLINICAL

FAMILY PLANNING



500
CLIENTS SERVED

95.8%

Teen clients adopting
effective birth control
methods

93.1%

Clients ages 15-44
adopting effective/
highly effective birth
control methods

11.8%

Percentage of clients
utilizing long-acting
reversible
contraceptive (LARC)
methods

IMMUNIZATIONS, REFUGEE HEALTH & TB



2,767
IMMUNIZATIONS
ADMINISTERED

2092

Pediatric
Immunizations
Administered

320

Flu Vaccines

3699

Adult
Immunizations
Administered

125

HPV Vaccines

701

Refugee Health
Client Services
Provided

227

Refugee Health
Clients Seen

6

Tuberculosis Cases
Investigated

3

Tuberculosis Cases
Diagnosed

391

Immunizations Provided
to Refugee Health Client

21

Tuberculosis Tests
Administered

**Immunizations Administered does not include COVID-19 Vaccines.*

COVID-19 VACCINES & TESTING



2,167
IMMUNIZATIONS
ADMINISTERED

--

TESTS
ADMINISTERED



WORKFORCE

98

OPS, CAREER SERVICE, SES, & SMS EMPLOYEES



ENVIRONMENTAL HEALTH

2,480

CONSTRUCTION
PERMITS ISSUED

10%

INCREASE IN OVERALL
PERMITTING

498

Repair Construction Permits Issued

1,959

New Construction
Permits Issued

4,960

Septic System
Inspections

4,078

INSPECTIONS
PERFORMED

1

Migrant Labor Camp
Inspections

6

Body Piercing
Inspections

119

Food Hygiene
Inspections

472

Biomedical Waste
Inspections

8

Tanning
Inspections

2,646

OSTDS Operating
Inspections

148

Tattoo
Inspections

142

Limited Use Water
Inspection

77

Group Care
Inspection

359

Swimming Pool
Inspections

106

Mobile Home Park
Inspections



FRONT OFFICE

19,099

INBOUND CALLS

8,997

Appointments
Scheduled

22,833

Encounters Billed

819

Release of Medical
Information

6,654

Patients Checked In

332

Religious Exemptions
for School

VITAL STATISTICS

747

Births in Charlotte
County

3,306

Birth Certificates
Issued

3,085

Deaths in
Charlotte County

26,130

Death Certificates
Issued

HEALTHY START

624

Healthy Start
Prenatal Screenings

1,038

Healthy Start
Postnatal Screenings



TECHNOLOGY

1,686

SERVICE DESK
REQUESTS

238

Printers, Scanners, &
Accessory Requests

105

Active Directory/
Email Requests

105

Building Access
Requests

51

PC/Laptop

87

Training
Requests

49

Security Profile

115

User Access

87

HMS Requests

101

Application
Support Requests

167

Computer
Requests

75

Phone Support
Requests

74

Mobile Device
Requests

42

Inventory Audit

79

Email



FLORIDA DEPARTMENT OF HEALTH IN CHARLOTTE COUNTY

1100 Loveland Boulevard, Port Charlotte, Florida 33980

<http://charlotte.floridahealth.gov>

941-624-7200